

**State of Montana**  
**Department of Public Health and Human Services**  
**PO Box 4210 Helena MT 59604**

**VACANCY ANNOUNCEMENT**

**September 26, 2007**

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| <b>TITLE:</b>           | Centralized Intake Specialist            |
| <b>POSITION NO:</b>     | 00387 & 30264                            |
| <b>LOCATION:</b>        | Child & Family Services Division, Helena |
| <b>STATUS:</b>          | Full-Time/Permanent                      |
| <b>UNION:</b>           | MPEA                                     |
| <b>PAY GRADE:</b>       | Pay Plan 20, Pay Band 5                  |
| <b>STARTING SALARY:</b> | \$30,566 annually is entry level salary  |
| <b>SUPPLEMENT:</b>      | Yes                                      |

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**APPLICATION DEADLINE:** State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to [hhsea@mt.gov](mailto:hhsea@mt.gov) or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, October 11, 2007.** For further information visit the DPHHS website: [www.dphhs.mt.gov/jobs](http://www.dphhs.mt.gov/jobs)

**SPECIAL INFORMATION:** There are two positions currently available. Applicants may submit one application to be considered for both vacancies.

A resume is due at time of application.

These are full-time positions. Shift hours may vary and are unknown at this time.

References in the community, such as providers and previous employers, will be contacted as part of the reference process.

**CRIMINAL RECORDS AND CHILD PROTECTIVE SERVICES BACKGROUND CHECK:** All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job. The department will also conduct a child protective services check to determine if the applicant has any involvement with the CPS system, which would be relevant to the position.

**TYPICAL DUTIES:** The person in this position is responsible for handling all initial reports of child abuse and neglect on a statewide basis. Individual workers will take incoming calls, assess the situation and assign the referral as needed. Special interview skills are required to successfully obtain information

from referents. The duties include assessing the information received and determining whether the referral should be sent to the field for investigation, and, if so, the appropriate expected response time from the field. The position must determine if a crisis situation exists which warrants law enforcement involvement or an on-site social worker. In addition, the position begins the documentation process by establishing the record in CAPS, providing clear, concise and accurate records.

**KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:**

Knowledge: Considerable knowledge of the principles and practices of social work and human development and behavior. Working knowledge of laws, rules, and regulations related to child protective social work; of contemporary social and economic conditions, and of the standard methods and techniques for investigating and assessing client risk and determining subsequent necessary intervention. Word Perfect or other computer related literacy needed. Knowledge of CPS investigative practices is essential.

Skills: Advanced phone skills are required. The person must be able to gather detailed and specific information from reluctant and sometimes anxious or hostile callers. The person must have the skill to determine the urgency of a situation, utilizing not only the information provided but also the tone of the information. Interview skills and other information gathering techniques are required.

Abilities: Ability to diagnose severe problems in social functioning; to develop and implement crisis management plans for individuals experiencing severe problems in social functioning, such as physical abuse cases; ability to establish and maintain professional working relationships with co-workers, clients, and the general public; to follow written and oral instructions; to establish priorities in changing situations; to exercise professional judgement in evaluating situations and making decisions; and to work under stressful conditions.

**EDUCATION/EXPERIENCE REQUIRED:** Bachelor's degree in Social Work OR Bachelor's degree in a related human services field AND one year related human service experience.

**Internship with Child Protective Services will be counted as direct experience (6 months will be equivalent to one year of experience). In order to receive credit for the internship applicant must have a letter of recommendation from the Child and Family Services Division Supervisor/Manager. (Please include with application materials).**

**APPLICATION AND SELECTION PROCESS:** This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, Rev.6/91 or 12/93);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts for any coursework at a college or technical school. (*Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** Department of Public Health and Human Services, PO Box 4210, Helena MT 59604;
4. Resume; and
5. Supplement question.

**Applications will be rejected for late, incomplete or unsigned application materials.**

**COMPENSATION:** Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

**IMMIGRATION REFORM AND CONTROL ACT:** In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

**REASONABLE ACCOMMODATIONS:** Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such

accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

**SELECTIVE SERVICE COMPLIANCE CERTIFICATION:** All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

## SUPPLEMENT QUESTION

Department of Public Health and Human Services  
Title: Centralized Intake Specialist  
Position: 00387 & 30264  
Location: Child & Family Services, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your response to this supplemental question must be printed clearly or typed on standard 8.5 x 11 inch paper. Your response should be clear, concise and numbered. Since your response will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

### QUESTION

NOTE: Your answer to the following question must be specific as to dates and employers. If this supplement is used as a screening tool, your answer may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Please describe your experience with crisis intervention.